

[Patient]

# You Said...

# ...We Did

*Develop customer  
service skills further*

All admin booked on  
care navigation  
training



## King Street Medical Centre

May 2024

[Patient]

# You Said...

# ...We Did

*PPG feedback.  
More customer service  
training required for  
staff on reception  
and telephone  
answering.*

Live staff  
supervision with  
instant feedback  
implemented for  
customer service  
skills development.



## King Street Medical Centre

April 2024

[Patient]

# You Said...

# ...We Did

*Patients wanted less clutter of posters in the waiting room (PPG)*

Re-arranged the posters and reduced the amount of clutter



## King Street Medical Centre

March 2024



[Patient]

# You Said...

# ...We Did

*Patients unhappy with the wait in the phone queue time length.*

New phone system has a call back feature, so they don't have wait. Practice then calls the patient back.



## King Street Medical Centre

February 2024



[Patient]

# You Said...

# ...We Did

*Patients asked for phone queue back as they did not know how long to stay on the line for.*

Requested service provider the One Point to put the queue option back onto the phone system for patients.



## King Street Medical Centre

January 2024

[Patient]

# You Said...

# ...We Did

*Big demand for  
pessary fitting.*

Designated list for  
Liz for pessary fitting  
after her training  
completed to  
support this.



## King Street Medical Centre

December 2023

[Patient]

# You Said...

# ...We Did

*Patients asked for  
more blood  
appointments early  
in the morning.*

*(Source: FFT Feedback)*

Added more  
phlebotomy  
appointments to  
extended access.



## King Street Medical Centre

November 2023

[Patient]

# You Said...

# ...We Did

*Patients have asked for the lights outside to come on as its now getting dark earlier.*

Called estates and they have changed the timer on the lights for us.



## King Street Medical Centre

October 2023



[Patient]



Humber Teaching  
NHS Foundation Trust

You Said...

...We Did

*Patients needing  
help with the  
self-check in screen.*

*(Reception)*

Now have two  
volunteers  
in the waiting room  
to help patients  
to use  
the screen.



**King Street Medical Centre**

**September 2023**



Caring, Learning  
& Growing Together

[Patient]

# You Said...

# ...We Did

*Patients having to wait at reception as check in screen not always on.*

*(Source: FFT Feedback)*

Shown the admin team how to turn the screen on in a morning.



## King Street Medical Centre

### August 2023



[Patient]

# You Said...

# ...We Did

*Patients having to pull the door as the button press from outside was taken away.*

Reinstated the external button press to ensure appropriate accessibility for patients.



## King Street Medical Centre

July 2023

[Patient]

# You Said...

# ...We Did

*Patients found the auto pre-set texts confusing when launching our new system.*

Text pre-sets changed when blood / pathology results filed advising patients if they need a follow up, to complete the online AccuRX form on the website for ease.



## King Street Medical Centre

June 2023



[Patient]

# You Said...

# ...We Did

*Patients asked for  
the intercom to be  
turned off.*

*(Source: Reception)*

This has now  
been switched off  
and patients can let  
themselves in now.



## King Street Medical Centre

May 2023



[Patient]

# You Said...

# ...We Did

*Patients wanted more  
online bookable slots  
for bloods.*

*(Source: GP Survey)*

Added more online  
slots with the HCA'S  
for blood tests.



## King Street Medical Centre

April 2023